

The ReNew Complaints Procedure

1. Introduction

- 1.1. The purpose of this procedure is to deal with complaints relating to:
 - 1.1.1. the behaviour of ReNew's staff, trustees and volunteers strictly in relation to their ReNew involvement; and
 - 1.1.2. the content or application of ReNew's policies.
- 1.2. If your complaint about a person does not directly relate to their ReNew involvement, please contact the relevant church, diocese, denomination or employer to pursue your complaint.
- 1.3. This policy does not apply to complainants who are ReNew staff, who have their own grievance procedure.
- 1.4. This policy does not apply to any safeguarding complaints or concerns. Where there is a safeguarding complaint or concern, please contact the Safeguarding Officer at safeguarding@renewconference.org.uk.

2. Informal procedure

- 2.1. In the first instance, please consider whether you can contact a staff member, trustee, planning team member, or regional leader of ReNew to resolve your complaint informally. Brian O'Donoghue, Operations Director of ReNew, can be contacted at brian@renewconference.org.uk. The Chair of the ReNew trustees can be contacted at chair@renewconference.org.uk.

3. Formal procedure

- 3.1. Notification to ReNew
 - 3.1.1. Please provide:
 - Your name, contact details and connection to ReNew
 - Who is concerned and their relationship to ReNew
 - The behaviour or decision complained of
 - What you consider would resolve your concerns
 - Details of anyone else you have reported the matter to and what, if any, action was taken
 - Confirmation that you are happy for your complaint to be provided to the person complained about should it be necessary to do so
 - Any additional information or supporting documentation
- 3.2. Please do not discuss your complaint with the person you have complained about.

4. Contact details

- 4.1. Please send the complaint to the Administrator by email (admin@renewconference.org.uk) or post (ReNew Conference, c/o St John's Church Walthamstow, 18 Brookcroft Road, London, E17 4LH). If the complaint relates to actions of the Administrator, it should be sent to the Chair of the trustees (chair@renewconference.org.uk).

5. Handling the complaint

- 5.1. Initial response
 - 5.1.1. Receipt of the complaint will be acknowledged within 5 working days. The Chair of the Trustees will appoint an investigator to look into your complaint. Depending on the nature and scope of the complaint this might be someone from within ReNew or from an independent external body. You will be told who will be appointed to investigate.

6. Investigation

6.1. The investigator will:

- 6.1.1. Seek clarification or further information from the complainant if necessary.
 - 6.1.2. Interview those involved and those complained about if necessary, sharing the details of the complaint to enable them to respond.
 - 6.1.3. Keep notes of all investigatory interviews.
 - 6.1.4. In the light of what he/she has investigated, establish the relevant facts.
- 6.2. The investigator will then present his/her findings to a panel of two trustees and, together with the investigator, they will consider what further steps should be taken in response to the findings (including consideration of whether the complaint should trigger the staff disciplinary process, or whether any other people or bodies should be notified).
- 6.3. If it would be impossible for two trustees reasonably to be considered independent, one or more of them may be replaced with suitable alternative panel members at the investigator's discretion.

7. Communication of the decision

- 7.1. Once the investigation is complete and the panel has reached a decision, the investigator will inform the complainant of the outcome.
- 7.2. The details and records of any complaint will be securely held by ReNew for a period of 10 years after its conclusion.

8. What if you are unhappy with the outcome of the investigation?

- 8.1. There is no right of appeal against the outcome of investigations into behaviour. However, if new information comes to light, please resubmit your complaint with the new information. The original investigator will then consider whether it merits re-opening the original investigation, and will provide reasons for his/her decision on re-opening.
- 8.2. You may seek a review of a decision about a complaint relating to the content or application of ReNew's policies within 14 days of the date of the original decision. The request should be in writing, providing reasons for the request, and must be sent to the Operations Manager. He will appoint someone (who did not take part in the original decision) to consider whether there are substantive merits in your request for a review and, if there are, to reconsider the original decision. You will be notified of the outcome of this review process and provided with reasons for it.

9. Confidentiality

- 9.1. The fact of and content of complaints will be kept confidential, save where it is necessary to inform others in order to investigate the complaint. Please note that we expect you also to maintain reasonable confidentiality as to the nature and content of your complaint.

The Trustees of ReNew Conference formally accepted this policy at the Trustees meeting held on 17th February 2025.

Policies are agreed by the ReNew Trustees and are reviewed every three years